

Drive-up Window Public Outreach Process

October 2020: Virtual Public Workshop #1

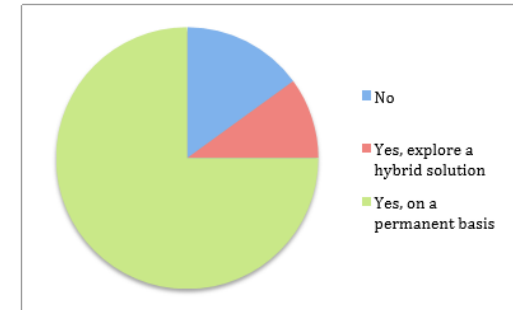
October 2020: Public Online Survey #1

December 2020: Virtual Public Workshop #2

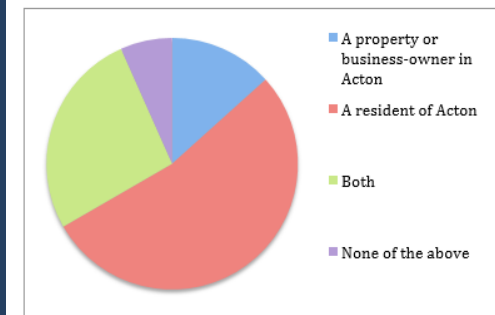
December 2020: Public Online Survey #2

What did participants say?

Should Acton allow drive up windows?



Are you a resident, a property or business-owner or both?



Drafting the Bylaw

January 2021: Planning Division Memo to Select Board

- Overview of process and public opinion findings and offered recommendations

January 2021: Select Board Meeting

- Confirmed direction and recommended DRB review

March 2021: DRB Meeting

- Additional design and siting elements recommended

March 2021: Planning Division refined draft article for Select Board consideration

March 2021: Select Board directed article to move forward to a public hearing for TM consideration

WHAT DOES THE ZONING BYLAW CURRENTLY ALLOW?

In the Office, Business and Industrial Districts drive-up windows for banks are allowed by-right.

- There is no limit to the quantity
- There are no design or site regulations

WHAT DOES THIS ARTICLE PROPOSE?

Additionally allows for drive-up windows for restaurants and pharmacies by-right in the Office, Business and Industrial Districts

- Implements design, site and other regulations for all new drive-up window facilities
- Limits one drive-up lane and one drive-up window; does not limit the quantity for banks

PROPOSED DESIGN REGULATIONS

- Location of the drive up window
- Materials of parapets or canopies
- Setbacks for the drive-up window facility
- The location of the drive-up lane

PROPOSED SIGNAGE & OTHER REGULATIONS FOR NEW DRIVE-UP WINDOWS

- No signage shall be located on a drive-up window facility parapet or canopy.
- Drive-up window facilities for restaurants may include one additional menu SIGN than normally allowed under Section 7.5.9.
- No additional curb cuts

WHAT DOES THIS ARTICLE PROPOSE?

Requires a SPECIAL PERMIT for drive-up windows for restaurants, banks and pharmacies in the Kelley's Corner and Village Districts.

- Includes additional design, and site controls

Public Forum 1 & Post Public Forum 1 Survey Recap

- 77.11% of the people indicated that drive-up windows should be allowed for banks, pharmacies, and restaurants.
- 68.13% of the people indicated that drive-up windows should be allowed on a permanent basis.
- 79.36% of the people indicated that drive-up windows should be allowed in all of the following zoning districts; Kelley's Corner, West Acton, East Acton, Powder Mill Road, Great Road.
- 60% of the people supported adding drive up windows for restaurant and pharmacies with the current use of banks for all the following zoning districts; Kelley's Corner, West Acton, East Acton, Powder Mill Road, Great Road.

Public Forum 2 & Post Public Forum 2 Survey Recap

- 73.07% of the people indicated that drive-up windows should be allowed on a permanent basis.
- 68.82% of the people indicated that drive-up windows should be allowed in all commercial areas. 20.98% of the responses thought that drive-up window should be allowed in all commercial areas except for West Acton village.
- 61.47% of the people indicated that drive-up windows should be allowed by-right rather than by special permit.
- 79.42% of the people indicated that if the Town proposes a zoning change, they would be willing to support this at Town Meeting and at the Planning Board Public Hearing.

Example of a Drive-up Window for a Pharmacy



CVS – Framingham MA

Existing Drive-up Windows in Acton

Existing number of bank drive-up windows: 8

The current Wendy's restaurant is located in Acton and Maynard, however, the drive window -up is located in the Town of Maynard.